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TO: **Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

FROM: Amy Mendel-Clemens  
Communications Section  
Bureau of Health Care Eligibility

**BHCE/BWP OPERATIONS MEMO**

No.: 03-62

Date: 09/24/2003

Non W-2 [X] W-2 [X] CC [X]

PRIORITY: MEDIUM

SUBJECT: **CLIENT NOTICES - "NOT REQUESTING" DENIALS**

**EFFECTIVE DATE:** September 29, 2003

**PURPOSE**

The purpose of this memo is to inform agencies of a change being made to the CARES generated Notice of Decision (NOD). This change applies to all programs of assistance.

**BACKGROUND**

When an applicant indicates they do not wish to apply for a given program of assistance, a denial is created for that program. Currently, when such denials are confirmed, CARES generates a notice stating that the person(s) is denied because they did not ask for this type of assistance. These notices can be confusing to customer and increase workload to eligibility workers in the form of questions from the customer. They also generate significant paper being added to the notices.

**NEW POLICY**

The Departments of Health and Family Services and Workforce Development have received clarification from departmental legal counsel that there is no requirement to inform applicants that they are not eligible for a program of assistance for which they have not applied.

**CARES CHANGES**

Effective with all CARES Notices of Decision produced with a mailing date of September 29, 2003 and forward, there will no longer be notices which state the case is denied a program of assistance for which they have not applied. These notices will not appear on either CNIN or CNHS from this mailing date forward. Any denials produced for this reason previous to this date will continue to display historically.

**NOTE ➤ This change does not apply to closure notices. If a client has previously been determined eligible for a program of assistance that they subsequently decline, this notification will continue to be created.**

**CONTACTS**

BHCE CARES Information & Problem Resolution Center

Email: [carpolcc@dhfs.state.wi.us](mailto:carpolcc@dhfs.state.wi.us)  
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Note: Email contacts are preferred. Thank you.

DWD/DES/OFSMA/ERT